

## **Policy 4.2.1      Fire Services — Goals, Policies and Action Statements**

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**Goal 4.2A      Provide a fire service response system that will control the spread of fire in buildings and other properties and maintain minimal casualties and property loss from fire and other related emergencies.**

Policy 4.2A.1      Assure that equipment and facilities are provided and maintained to meet reasonable standards of safety, dependability, and compatibility with fire service operations.

### Action Statements

4.2A.1a      Work cooperatively with the appropriate City Departments in issues related to the acquisition, use and maintenance of equipment. Assign highest priority to emergency equipment.

4.2A.1b      Research new equipment and replacement needs and recommend purchases with specifications that meet industry and professional standards, local needs, and Public Safety requirements.

4.2A.1c      Meet or exceed the manufacturers' recommended standards for the frequency of testing of apparatus and equipment, and correct deficiencies.

4.2A.1d      Conduct effective in-service maintenance and inspection of facilities and equipment.

4.2A.1e      Work cooperatively with the appropriate City Departments in issues related to the acquisition, use, maintenance, and modification of facilities.

Policy 4.2A.2      Provide training that is adequate for required duties.

### Action Statements

4.2A.2a      Provide coordination for all training activities within the Fire Services Division.

4.2A.2b      Identify in-service training requirements by test and inspection and by observing performance at emergencies.

4.2A.2c      Meet or exceed recommended or mandatory training for the fire service.

4.2A.2d      Provide specialized training to establish a high level of expertise for extremely hazardous or critical operations.

4.2A.2e      Study the effectiveness of a firefighters physical fitness program and the impacts it may have on job performance.

## COUNCIL POLICY MANUAL

### Policy 4.2A.3 Respond to requests for services.

#### Action Statements

- 4.2A.3a Give highest priority to emergency calls so that responses are made within an average time of 5.6 minutes or less and within 6 minutes or less 90% of the time from receipt of call.
- 4.2A.3b Coordinate with the Department of Public Works to provide traffic signal controllers, street signing, and other methods which reduce response times.
- 4.2A.3c Seek improvement of dispatch and response policies, provide resources, and implement changes that may favorably affect response times. Analyze response time data.
- 4.2A.3d Annually review data in regard to calls for service, response times, and changing risk probabilities. If annual data reveals a deterioration in service levels, consider initiating needs analysis for additional or relocated facilities, additional apparatus and/or additional personnel.
- 4.2A.3e Investigate and identify factors that cause or may cause injuries or property damage when responding to calls and take corrective actions.

### Policy 4.2A.4 Conduct field operations and emergency scene management in a safe, effective, and efficient manner.

#### Action Statements

- 4.2A.4a Be sensitive to conditions that may be potential fire or safety hazards in buildings and other properties and maintain liaison with appropriate departments and agencies to correct those conditions.
- 4.2A.4b Maintain a system of pre-fire surveys for selected buildings and provide critical information that is immediately available to responding emergency personnel should an incident occur. Consider electronic technology to provide survey information “on-line” at emergency scenes.
- 4.2A.4c Maintain liaison with the Department of Public Works to assure an adequate and well-maintained water supply system for fire suppression purposes.
- 4.2A.4d Identify and adopt methods and policies which provide safety, improve communications, and enhance command and control of emergency incidents. Adopt State Emergency Management System (SEMS).
- 4.2A.4e Maintain policies and agreements with other agencies that provide for mutual emergency assistance when required.
- 4.2A.4f Take measures that reduce the number of false or malicious alarm reports.
- 4.2A.4g Participate in regional efforts to create utilities geo-base with on-scene access to digital mapping.

## COUNCIL POLICY MANUAL

**Goal 4.2B**      **Provide effective response capability for non-fire incidents that may directly endanger the lives, property, and well being of the community.**

**Policy 4.2B.1**      Provide immediate life support to those who are threatened by situations requiring emergency medical services or rescue.

### Action Statements

- 4.2B.1a Meet or exceed mandated minimum standards of training for emergency medical response personnel.
- 4.2B.1b Study, and where feasible, provide alternate methods of emergency medical service delivery when it is determined to be more efficient and beneficial to those in need. Consider EMT-P level training.
- 4.2B.1c Maintain liaison with the County Emergency Medical Services Agency and other agencies involved in the Emergency Medical System.
- 4.2B.1d Monitor performance results of EMS providers to assure adequate levels of service delivery and if appropriate study the feasibility of city operated EMS.
- 4.2B.1e Participate in joint agency mass casualty and medical disaster drills and maintain capability for response to actual situations.
- 4.2B.1f Participate in County EMS Design Committee.

**Policy 4.2B.2**      Operate a response system that will provide effective control and investigation of hazardous materials emergencies.

### Action Statements

- 4.2B.2a Provide a specially trained and equipped response team capable of mitigating emergencies resulting from hazardous materials leaks, spills and discharges and conduct related inspections and permit activities.
- 4.2B.2b Complete required reports and conduct follow-up investigations when necessary.
- 4.2B.2c Consider electronic technology to provide Hazardous Materials Management Plan (HMMP) information “on-line” at emergency scenes.
- 4.2B.2d Consider regional hazardous materials response system.
- 4.2B.2e Study potential impacts of emerging bio-technology on response capabilities and related inspection and permit activities.

## COUNCIL POLICY MANUAL

**Goal 4.2C      Reduce the demand for fire suppression and hazardous materials response, reduce the severity of the incidents and provide protection for the lives, welfare, and environment of people within the community.**

**Policy 4.2C.1      Apply demand management principles to control hazards through enforcement of fire and life safety codes, ordinances, permits and field inspections.**

### Action Statements

- 4.2C.1a      Revise and adopt appropriate codes, ordinances, and policies significant to fire and life safety issues.
- 4.2C.1b      Assist local industry and residents by timely review of building plans and applications for permits in order to enhance understanding and consistency in interpreting code requirements.
- 4.2C.1c      Review proposals for new or rehabilitated properties so that minimum protection standards for access, water supply, fire resistive construction, exiting, fire protection equipment, and control of hazardous processes are considered.
- 4.2C.1d      Conduct building and permit inspections for safety at a frequency sufficient to promote compliance with appropriate codes and ordinances.
- 4.2C.1e      Provide a fire investigation system that will determine the cause of fires and provide adequate collection of data. Pursue the arrest and prosecution of those responsible for arson.

**Policy 4.2C.2      Coordinate a comprehensive program designed to control and mitigate harmful effects resulting from the storage, use and transport of hazardous materials.**

### Action Statements

- 4.2C.2a      Conduct inspection and permit activities consistent with laws and requirements governing the use and storage of hazardous substances.
- 4.2C.2b      Participate in cooperative efforts directed toward remedying problems associated with hazardous materials.
- 4.2C.2c      Make appropriate notifications and maintain liaison with other agencies and departments concerned with or responsible for testing, monitoring and cleaning up hazardous contamination. Maintain records concerning status.
- 4.2C.2d      Secure evidence and pursue prosecution and/or cost recovery for illegal or negligent activities concerning the use, storage and transport of hazardous materials.
- 4.2C.2e      Participate with business in local, regional and state initiatives to streamline the regulatory process.

## COUNCIL POLICY MANUAL

- Policy 4.2C.3 Heighten public consciousness of fire and life safety in ways citizens can not only prevent fires from starting but react properly to emergencies when they occur lowering the demand for services.

### Action Statements

- 4.2C.3a Provide a means to assist local business and industry with their in-house fire prevention programs.
- 4.2C.3b Participate with schools in a comprehensive fire safety and fire education program targeted at early elementary school students.
- 4.2C.3c Sponsor an annual fire safety awareness campaign which involves active participation by elementary school students.
- 4.2C.3d Maintain effective liaison with the news media.
- 4.2C.3e Provide appropriate talks, tours and demonstrations regarding fire safety and suppression methods.
- 4.2C.3f Disseminate fire and life safety information materials. Release special public warning notices when necessary to inform of a particular or unusual hazard.
- 4.2C.3g Coordinate fire and life safety education activities through the Community Services Bureau.

**Goal 4.2D Provide planning and administration while maintaining liaison with other agencies and organizations to provide a quality level of fire services to the community.**

- Policy 4.2D.1 Adjust to changing service requirements, new laws, regulations, policies, technologies and changes occurring in the Community.

### Action Statements

- 4.2D.1a Develop and maintain data processing systems capable of providing information for operational and management analysis.
- 4.2D.1b Cost effectively allocate personnel and equipment to each fire district and all fire service activities.
- 4.2D.1c Review and apply new regulations and legislative requirements that affect emergency service delivery, planning and program operations.
- 4.2D.1d Develop and apply internal planning, policies and procedures consistent with operational needs.
- 4.2D.1e Evaluate personnel, facilities and equipment through periodic inspections.
- 4.2D.1f Provide a work environment that encourages personal growth, challenge and participation. Participate in City-wide Continuous Quality Improvement activities.

## COUNCIL POLICY MANUAL

Policy 4.2D.2 Work cooperatively with other agencies and organizations when addressing issues that affect fire services.

### Action Statements

4.2D.2a Study benefits of participating in future ISO Rating Schedule evaluations.

4.2D.2b Maintain professional memberships and participation with appropriate fire service and public administration organizations.

4.2D.2c Participate in Emergency and Disaster Preparedness planning at all levels of government. Participate in the City's Emergency Management Organization.

4.2D.2d Provide fire station facilities for civic and charitable uses consistent with City policy.

Policy 4.2D.3 Take all viable opportunities to include the principles of demand management in decision making processes.

### Action Statements

4.2D.3a Incorporate market-based pricing to the extent possible when fees are being set or adjusted.

4.2D.3b In decision making with regards to proposed expansion or creation of services thoroughly analyze demand and the implications of the proposal on future demand.

4.2D.3c Modify or revise unit definitions and performance indicators which may be demand creating wherever applicable.

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Lead Department: Department of Public Safety

